

Legislation Text

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COMMUNITY MEMBER ACCESSIBILITY CONCERNS AT SHOPPING PLAZA LOCATED AT DUNLOP STREET AND ANNE STREET

Cheryl Dillon, Disability Management and Accessibility Specialist provided an overview of a community member's accessibility concerns at a shopping plaza located at 7 Anne Street South. Ms. Dillon explained that at the time the plaza was built it met the building code and accessibility requirements.

Doug Shaw discussed his concerns related to lack of access and customer service he encountered while in the plaza located at 7 Anne Street South. He felt that the walkway from the parking lot to access the stores in the plaza was located too far away. He discussed his concerns with the accessible customer service at a store in the plaza.

Ms. Dillon felt that there were two concerns which includes accessible customer service and lack of access to the plaza.

The Committee asked a number of questions of Mr. Shaw and received responses.

The Committee discussed and agreed to send correspondence to the property owner to suggest accessibility improvements and the store in the plaza to remind them about accessible customer service. Ms. Dillon advised that she would draft the letters and will circulate to the Committee for their review and feedback.